



CONSULTING & IT SOLUTIONS FOR REAL ESTATE

Lynx Systems Inc. Consulting Services for Yardi Users

There are a number of areas where Lynx Systems can add value to existing Yardi users, both before a major system upgrade, during the implementation of a new system and after the client has successfully installed the system. We have identified several areas but there are others.

Pre-Selection Phase

- 1. IT Strategy Development & Global Best Practices**
We work with the client to define their long-range business objectives for systems that are required to meet the operational, accounting and reporting needs of the company. Our main objective is to manage corporate expectations from new systems and ensure that sufficient internal and financial resources are committed to the project. We have found that most companies need to plan for a three phased, multi-year approach and provide funding for more than the core accounting systems, if they wish to truly transform how their company uses automation effectively. We often do comparisons of operational practices against industry peer groups.
- 2. System Selection**
We help clients to select the multiple systems that will meet their long-term requirements. Again, managing expectations is critical since many companies expect the new systems to solve all of their problems. However, understanding what the systems will not do and defining workable solutions for the client is the key to having a happy and reference-able client.
- 3. Project Management**
We work with clients and vendors to develop the overall project plan which normally includes many activities which are outside of the scope of system implementation. We can be the client's internal manager or we can be an additional resource to the client's internal project manager. We have found that a key role is to act as a buffer between the vendor and the client as it relates to potential **Gaps** in the software.

Implementation Phase

- 4. Implementation Support**
There is a tremendous amount of work to get a new system operational and with most companies running lean in the accounting and operations departments there isn't a lot of excess capacity to take on a computer conversion and handle current workloads as well. As a result, we often provide additional resources to get some components of the system set-up. The set-up of **Security** is one example where the work can be easily out-sourced. The set-up of **Recoveries** is another key area which often gets pushed off to later and then we are called to train and do the full set-up. This is usually a four to six week project depending on the number of projects and the complexity of the formulas. **Data validation and lease abstracting** is another time consuming task where we can be of assistance since clients often are short staffed.

5. **Custom Software, Report Development and System Integration**

As **Gaps** are identified, it becomes critical to figure out what needs to be done to fill the gap or to come up with a work around. Our team has developed a special knack for developing customizations, new reports and additional databases to supplement the core system. In some cases, we need to develop interfaces to 3rd party products to get the required functionality.

6. **Data Conversion**

Lynx Systems has done extensive data conversion from most real estate systems including master file and transactional files.

7. **Information Management (IM application)**

The IM module is a key component of the financial reporting system for many companies; however, the set-up can be complex and difficult. A strong financial background is needed to make sure that the system is defined properly. We are always available to assist in this area if required.

Post Implementation Phase

8. **System Assessment**

We complete a standard 4 day system assessment that reviews a client's use of the functionality of the core system and we suggest additional modules, training or customizations.

9. **Process Reviews**

We have a ten day process review that looks at all of the processes that are handled outside of the core accounting systems either in a manual or partially automated fashion. We often make suggests for additional systems or customizations to the existing systems.

10. **Process Improvement (Workflow Optimization)**

This entails the detailed mapping of processes and the implementation of workflow software into the clients operations. It is an area that is often overlooked but it is a key to getting acceptance of a new system. Too often a new system is implemented based on old procedures that were dictated by the prior system and companies do not think outside the current system in demanding more. As a result, the new system operates the same as the old and there are no operational improvements after the company has spent a lot of time and effort implementing the new system.

11. **Business Intelligence & Report Development**

We assist companies in the design and implementation of enhanced management reporting using Business Intelligence (BI) tools.

12. **Document & Knowledge Management**

We assist in the selection and implementation of document and knowledge management systems.

13. **Web Portals (Executive Dashboards)**

We can assist in the design and development of portals for internal and external reporting purposes.

14. **Technical Support**

We can provide technical support for the SQL servers and databases or provide a more comprehensive CIO or Systems Manager role for the smaller company.

I look forward to discussing these items in greater detail.